

FRESNO, CALIFORNIA

CLASS SPECIFICATION

SENIOR EMERGENCY SERVICES DISPATCHER

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Senior Emergency Services Dispatcher is the second level in a three level Dispatch series. Incumbents are responsible for serving as a lead worker and answering and prioritizing emergency and non-emergency calls for service and dispatching emergency personnel to crime scenes and service requests on multi-channel radios and computer aided dispatch systems.

The Senior Emergency Service Dispatcher is distinguished from the Emergency Service Dispatcher by its responsibility for serving as a lead worker to other employees. The Senior Emergency Service Dispatcher is distinguished from the Supervising Emergency Service Dispatcher, which has first-line supervisory responsibilities.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1.	Makes work assignments, oversees the work of other staff, trains, prepares reports, and performs administrative tasks in the absence of the supervisor.	Daily 10%
2.	Answers incoming emergency and non-emergency calls, prioritizing calls and determining proper routing utilizing established guidelines and operating procedures; dispatches sworn and non-sworn personnel.	Daily 20%
3.	Monitors radio channels and dispatches appropriate public safety personnel, ensuring dispatch of field personnel requests for back-up or traffic-related assistance.	Daily 20%
4.	Runs driver's license, vehicle registration, wants, and warrant information checks through the CAD computer system to CLETS and NCIC for outstanding warrants or other information; confirms and relays information to field personnel; calls for towing services and other emergency services agencies.	Daily 20%
5.	Retrieves a variety of information from applicable local, regional, State, and National databases.	Daily 20%
6.	Receives and transmits coded messages to and from sworn and non-sworn personnel.	Daily 5%
7.	Investigates complaints and responds to citizen inquiries, including unusual and complicated calls and situations.	Daily 5%
8.	Performs other duties of a similar nature or level.	As Required

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Training and Experience (positions in this class typically require):

- Three years experience operating a multi-channel computer aided dispatch system used by the City of Fresno;
- Or
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Basic Class C License

Knowledge (position requirements at entry):

Knowledge of:

- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Customer service policies, principles and practices;
- Office procedures, principles, practices and equipment;
- Basic geography.

Skills (position requirements at entry):

Skill in:

- Prioritizing and assigning work; detail oriented and ability to multi-task
- Training employees in proper work methods
- Operating a variety of equipment and systems utilized in emergency service dispatch activities.
- Using computers and applicable software applications
- Providing customer services
- Keyboarding
- Working with multiple interruptions while conducting multiple tasks
- Exercising sound judgment
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Remaining calm in stressful and emergency situations
- Dealing tactfully with difficult people both telephonically and in person
- Reading and comprehending maps
- Ability to prepare and make effective oral presentations
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction.

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Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, and repetitive motions, seeing and talking.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

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